

WHAT IS CLAIMED IS:

1. A method for recording a user's steps in a transaction, the method comprising:
retrieving an information resource as a step in the transaction;
capturing service level thresholds and the time required to retrieve the information

5 resource; and

recording the service level thresholds and parameters regarding the information
resource in a transaction data file in a form configured to support playback of the transaction.

2. The method of claim 1 comprising aborting the step of retrieving when a
timeout threshold is exceeded.

3. The method of claim 1 wherein recording parameters comprises recording an
address and port of the information resource.

4. The method of claim 1 comprising generating conditional logic used to instruct
service software as to a correct service level code to return based on the service software's time
to retrieve the information resource.

5. The method of claim 4 wherein generating conditional logic comprises
generating conditional logic defining service levels of GOOD, MARGINAL, and FAILED.

6. The method of claim 1 wherein recording comprises recording the step
information in a hierarchy, each step comprising an entry in the hierarchy with the transaction
being a top level of the hierarchy.

7. A method for testing a level of service of a navigation transaction, the method
comprising:

identifying a first step within the transaction from a stored transaction data file;

executing the first step by attempting to retrieve an information resource identified by the step; and

returning a level of service for a server hosting the information resource identified by the step.

5 8. The method of claim 7 comprising:

identifying one or more subsequent steps within the transaction;

executing the one or more subsequent steps by attempting to retrieve information resources identified by the subsequent one or more steps;

returning levels of service for servers hosting the information resources identified in the subsequent one or more steps.

10 9. The method of claim 8 comprising calculating an amount of time to execute the first step.

10. The method of claim 9 wherein the step of returning the level of service comprises calculating the level of service based on the amount of time required to execute the first step.

15 11. A system for testing a level of service for a transaction, the system comprising:

transaction recorder software operative to capture service level thresholds and time required to retrieve a requested information resource, the transaction recorder software further operative to generate conditional logic used to instruct service software as to a correct service level code to return based on the service software's captured time to retrieve the information resource; and

service software operative to attempt to retrieve the requested information resource and return a level of service defined by the conditional logic based on the amount of time required to retrieve the information resource.